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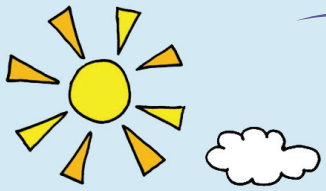
spire HOMES

Central Heating Troubleshooting Advice



Troubleshooting checklist

There could be a number of reasons why your central heating or hot water system is not working, but you may be able to fix some problems yourself. This could mean you don't need to call for an Aaron Services engineer.
Here are some hints and tips to help:

- Check the gas or oil, electricity and water supplies to the heating appliance are turned on. It's surprising how easily they can be accidentally switched off.
- If relevant, check that you have sufficient credit in your gas and electric card meters.
- Check the room thermostat is turned up and the clock timer or programmer is switched to 'on'.
- Got a system with a permanent pilot light? Check that it hasn't gone out – this is a very common problem with older gas appliances.
- Try putting your heating on maximum for a short while to see if you can get it working.
- Have the clocks changed recently? Your clock programmer might just need adjusting to the correct time.
- Has there been a power cut at some point? The clock programmer may have returned to its factory settings when the power came back on. You can test it by setting the heating to come on within the next 15 minutes - if that works, simply re-enter your preferred settings.
- Do you have a customer-operated reset switch (one that doesn't require you to remove any casing)? These are usually found on the front of modern boilers. Please check your appliance user manual to see if it needs resetting.

- Try turning the electrical supply to the boiler off and on - the switch is usually near the boiler or in the airing cupboard. This might reset your boiler and resolve the problem.

- Could you have frozen pipes? With extreme or prolonged cold weather, the condensate pipe of your boiler can freeze. Please see the section below – **My pipes have frozen.**

- Some heating systems feature a hot water cylinder which may have an immersion heater fitted as a back-up to the heating appliance. In the event of a boiler failure, you can switch on the immersion heater via the spur switch/timer that is usually located within the same airing cupboard space. **But please remember to switch it off again as soon as the heating appliance is operational.**

- Are other gas appliances affected? If so, the problem could be serious and you will need to contact us so that we can make a convenient appointment for an engineer to visit you.

For open vented system boilers

This type of boiler has a small black tank – you'll usually find these in the loft

Has the ball valve float in the feed and expansion cistern got stuck?
This is usually a small plastic cistern situated in the loft

When your water system falls to a certain point, system water can't circulate. If you can safely and easily get into and move around your loft, check to see if the ball valve is stuck (this is usually indicated by low-level or no water in the cistern). Gently move the ball float valve arm to free it but don't force it! This may solve the problem.

Please be aware of the dangers of entering a loft space and that doing so is entirely at your own risk.

For sealed system boilers or combination boilers

Has the system pressure dropped?
This is sometimes caused by water leaks, and can stop the boiler from working properly.

Try the following:

1. Check the pressure gauge - this should be set at approx one bar. A red indicator needle sometimes shows where the pressure was set when the boiler was installed.

2. Look in your appliance user manual to see if you can re-pressurise the boiler yourself – you should also find instructions on the rear of the control panel.

If your boiler panel needs tools to remove it, **do not touch it.**

Call us on **0300 123 66 11** to make an appointment for an Aaron Services engineer to visit you instead.

My pipes have frozen

What could be the cause?
In long periods of cold weather, your boiler's condensate pipe (a waste pipe that carries condensation from the boiler to your drain outside) can freeze, especially if it's exposed or incorrectly installed. This can leave you without heat and hot water as the boiler has a built in safety device to prevent any damage to the system.

Try thawing the boiler's condensate pipe yourself with these simple steps – but please be aware that you may need to repeat the routine for it to take effect:

1. Hold a **hot water bottle or heat wrap** around the pipe.

2. **Pour hot (not boiling) water** over the frozen end of the pipe with a watering can, jug or kettle.

Be aware that ongoing freezing weather may create or increase slip hazards on external paths, which you use at your own risk.

When you think the pipe may have thawed, try switching on the boiler again. You may need to reset the boiler to do this. If the boiler fires up, it's fixed! If not, you can try thawing out the pipes again.

Still got a problem? Call to make an appointment for an Aaron engineer to visit you. Our engineer can thaw the pipe and advise you on ways to prevent it happening in the future.